



Public Health

Environmental Health Services

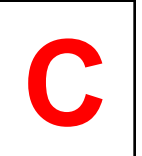
CAL CODE OFFICIAL INSPECTION REPORT

www.SBCounty.gov

FACILITY NAME IHOP #940		DATE 11/10/2015		REINSPECTION DATE 11/24/2015		PERMIT EXPIRATION 7/31/2016	
LOCATION 1630 INDUSTRIAL PARK AV, REDLANDS, CA 92374						INSPECTOR Aleasha Reed	
MAILING ADDRESS 1630 INDUSTRIAL PARK AV, REDLANDS, CA 92374						IDENTIFIER: None	
<input checked="" type="checkbox"/> FACILITY <input type="checkbox"/> OWNER <input type="checkbox"/> ACCOUNT						SERVICE: 001 - Inspection - Routine	
TIME IN 9:14 AM	TIME OUT 2:38 PM	FACILITY ID FA0009343	RELATED ID PR0011075	PE 1622	RESULT: 05 - Corrective Action / Follow up Required		
						ACTION: 03 - Reinspection Required	

Based on an inspection this day, the items marked below identify the violation(s) in operation or facilities which must be corrected. Failure to correct listed violation(s) prior to the designated compliance date may necessitate an additional reinspection at a charge of \$4.08 per 1 minute with a minimum time of 30 minutes, and a minimum charge of \$122.50.

Administrative Order to Show Cause (OSC): The Permittee has the right to a hearing if requested in writing within 15 calendar days of receipt of this notice, to show cause why the permit to operate should not be suspended or revoked; otherwise the right to a hearing shall be deemed waived.


SCORE 76

See the following pages for the code sections and general requirements that correspond to each violation listed below.

○ In = In compliance

+ COS = Corrected on-site

○ N/O = Not observed

⊗ MAJ = Major violation

○ N/A = Not applicable

⊗ OUT = Out of compliance

DEMONSTRATION OF KNOWLEDGE				COS	MAJ	OUT
○ In	N/O	1. Demonstration of knowledge; food safety certification				2
EMPLOYEE HEALTH & HYGIENIC PRACTICES						
○ In		2. Communicable disease; reporting, restrictions & excl			4	
○ In	N/O	3. No discharge from eyes, nose, and mouth				2
○ In	N/O	4. Proper eating, tasting, drinking or tobacco use				2
PREVENTING CONTAMINATION BY HANDS						
○ In	N/O	5. Hands clean and properly washed; gloves used prop	+	⊗		2
○ In		6. Adequate handwashing facilities supplied & accessib				2
TIME AND TEMPERATURE RELATIONSHIPS						
○ In	N/O	N/A	7. Proper hot and cold holding temperatures	+	⊗	2
○ In	N/O	○ N/A	8. Time as a public health control; procedures & record		4	2
○ In	N/O	N/A	9. Proper cooling methods	+	⊗	2
○ In	N/O	N/A	10. Proper cooking time & temperatures		4	
○ In	N/O	N/A	11. Proper reheating procedures for hot holding		4	
PROTECTION FROM CONTAMINATION						
○ In	N/O	N/A	12. Returned and reserve of food			2
○ In		13. Food in good condition, safe and unadulterated		4		2
○ In	N/O	N/A	14. Food contact surfaces: clean and sanitized		4	2

FOOD FROM APPROVED SOURCES				COS	MAJ	OUT
○ In		15. Food obtained from approved source			4	
○ In	N/O	○ N/A	16. Compliance with shell stock tags, condition, display			2
○ In	N/O	○ N/A	17. Compliance with Gulf Oyster Regulations			2
CONFORMANCE WITH APPROVED PROCEDURES						
○ In		○ N/A	18. Compliance with variance, specialized process, and HACCP Plan			2
CONSUMER ADVISORY						
○ In	N/O	○ N/A	19. Consumer advisory provided for raw or undercooked foods			2
HIGHLY SUSCEPTIBLE POPULATIONS						
○ In		○ N/A	20. Licensed health care facilities/public and private schools; prohibited foods not offered		4	
WATER/HOT WATER						
○ In		21. Hot and cold water available			4	2
LIQUID WASTE DISPOSAL						
○ In		22. Sewage and wastewater properly disposed			4	2
VERMIN						
○ In		23. No rodents, insects, birds, or animals			4	⊗

SUPERVISION		OUT
24. Person in charge present and performs duties		1
PERSONAL CLEANLINESS		
25. Personal cleanliness and hair restraints		1
GENERAL FOOD SAFETY REQUIREMENTS		
26. Approved thawing methods used, frozen food		1
27. Food separated and protected	⊗	
28. Washing fruits and vegetables		1
29. Toxic substances properly identified, stored, use		1
FOOD STORAGE/DISPLAY/SERVICE		
30. Food storage; food storage containers identified	⊗	
31. Consumer self-service		1
32. Food properly labeled & honestly presented		1

EQUIPMENT/UTENSILS/LINENS		OUT
33. Nonfood contact surfaces clean		1
34. Warewashing facilities: installed, maintained, used		1
35. Equipment/Utensils approved; installed; clean; good repa	⊗	
36. Equipment, utensils and linens: storage and use	⊗	
37. Vending machines		1
38. Adequate ventilation and lighting; designated area	⊗	
39. Thermometers provided and accurate		1
40. Wiping cloths: properly used and stored	⊗	
PHYSICAL FACILITIES		
41. Plumbing: proper backflow devices	⊗	
42. Garbage and refuse properly disposed; facilities m		1
43. Toilet facilities: properly constructed, supplied, clea		1
44. Premises; personal/cleaning items; vermin-proofin	⊗	

PERMANENT FOOD FACILITIES		OUT
45. Floor, walls, ceilings: built, maintained, and clean		1
46. No unapproved private homes/living or sleeping qu		1
SIGNS REQUIREMENTS		
47. Signs posted; last inspection report available		1
48. Food handler cards	⊗	
COMPLIANCE & ENFORCEMENT		
49. Permits Available		
50. Restrooms Required		
51. Plan Review		
52. VC&D	⊗	
53. Impoundment		
54. Permit Suspension		

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5. HANDS CLEAN AND PROPERLY WASHED; GLOVES USED PROPERLY**⚠ CRITICAL ⚠****POINTS****4**

Compliance date not specified
Complied on 11/10/2015
Violation Reference -

Inspector Comments: Observed employee at the cook's line touch their apron then crack an egg onto a pan on the stove top.

Ensure food employees wash hands in the following instances:

1. Immediately before food preparation
2. After touching human body parts such as face, nose, mouth etc.
3. After using the restroom
4. After handling any animal in the food facility
5. After coughing, sneezing, eating or drinking
6. After handling soiled equipment or utensils
7. During food preparation as often as necessary and to prevent cross contamination
8. When switching from handling raw food to ready to eat food.
9. Before putting on gloves
10. Before serving food or handling clean tableware or utensils
11. After engaging in other activities that would contaminate hands

Corrected on site. Employee washed hands.

Violation Description: Employees are required to wash their hands: before beginning work; before handling food / equipment / utensils; as often as necessary, during food preparation, to remove soil and contamination; when switching from working with raw to ready to eat foods, after touching body parts; after using toilet room; or any time when contamination may occur. Gloves shall be worn if an employee has cuts, wounds, fake nails, nail polish, and/or rashes. Gloves are to be used for no more than one task. Employees are not to wrap or package leftover food using bare hands or unclean utensils. Hand sanitizers may be used after proper hand washing. Employees handling food must have fingernails that are trimmed, cleanable, and smooth. (113952, 113953.3, 113953.4, 113961, 113968, 113973 (b-f))

More Information: http://www.sbcounty.gov/uploads/dph/dehs/Depts/EnvironmentalHealth/FormsPublications/Handwashing_done_right_Final_11_29_11.pdf

7. PROPER HOT AND COLD HOLDING TEMPERATURES**⚠ CRITICAL ⚠****POINTS****4**

Compliance date not specified
Complied on 11/10/2015
Violation Reference - HSC -
113996, 113998, 114037

Inspector Comments: Observed the following cold holding violations:

1. Pancake batter made with egg at 46F at the cook's line.
2. Pooled eggs used for french toast at 52F in the reach in refrigerator at the cook's line.
3. Vanilla sauce made with milk and eggs at 53F in the reach in refrigerator at the front service area.
4. Whipped cream made with cream at 51-55F in the reach in refrigerator at the front service area.
5. Shredded cheese at 55F in the reach in refrigerator at the front service area.
6. Sliced tomatoes at 53F in the cold holding unit at the front service area.
7. Sliced honeydew melon at 48F in the cold holding unit at the front service area.

Ensure all potentially hazardous food is held at or below 41F when cold holding.

Corrected on site. Operator voluntarily discarded pooled eggs, vanilla sauce, whipped cream, cheese and tomatoes. See VC&D.

Violation Description: Potentially hazardous foods shall be held at or below 41F or at or above 135F. (113996, 113998, 114037, 114343(a))

More Information: http://www.sbcounty.gov/uploads/dph/dehs/Depts/EnvironmentalHealth/FormsPublications/510012_how_to_keep_food_out_of_danger_zone.pdf

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9. PROPER COOLING METHODS**POINTS****4**

Compliance date not specified
Complied on 11/10/2015
Violation Reference - HSC -
114000

Inspector Comments: Observed 1 large metal container of partially cooked bacon made 5 hours prior at 75F in the reach in refrigerator at the cook's line. Observed 2 large plastic containers on hash browns made the night before at 51-55F in the reach in refrigerator at the cook's line. Observed 5 cartons of hash browns made 1 day prior measuring at 52-66F in the walk in refrigerator. Observed 1 carton of hash browns made 2 days prior measuring at 46F in the walk in refrigerator.

Ensure potentially hazardous food is cooled from 135F to 70F within 2 hours and 70F to 41F or below within 4 hours (total of 6 hours). Ensure to use proper cooling techniques which include:

1. Placing food in shallow, heat conductive containers.
2. Separate food into smaller portions
3. Use rapid cooling equipment such as a chill blaster
4. Adding ice as an ingredient.
5. Using ice paddles
6. Placing container in an ice bath.
7. Place food in a refrigerator, uncovered and safe from contamination.
8. In accordance with an approved HACCP plan.

Corrected on site. Operator voluntarily discarded hash browns and bacon. See VC&D.

Violation Description: All potentially hazardous food shall be RAPIDLY cooled from 135F to 70F, within 2 hours, and then from 70F to 41 F, within 4 hours. Cooling shall be by one or more of the following methods: in shallow containers; separating food into smaller portions; adding ice as an ingredient; using an ice bath; stirring frequently; using rapid cooling equipment; or, using containers that facilitate heat transfer.

PHF is to be cooled within 4 hours to 41F if prepared from ingredients at ambient temperature. Deliveries of PHF is to be cooled to below 41F within 4 hours if received between 41F to 45F.

More Information: http://www.sbcounty.gov/uploads/dph/dehs/Depts/EnvironmentalHealth/FormsPublications/cooling_hot_food_safely.pdf

23. NO RODENTS, INSECTS, BIRDS, OR ANIMALS**POINTS****2**

Compliance date not specified
Not In Compliance
Violation Reference - HSC -
114259.1, 114259.4, 11425

Inspector Comments: Observed approximately 8 fruit flies by the grease trap in the dry storage area.

Ensure facility is rid of vermin and maintained free of vermin. Recommend hiring professional pest control service.

Violation Description: Food facility shall be kept free of vermin: rodents (rats, mice), cockroaches, flies. (114259.1, 114259.4, 114259.5) Live animals are not allowed in a food facility unless, food employees with service animals may handle or care for their service animal if they wash their hands as required or persons who are licensed pursuant to Chapter 11.5 of Division 3 of the Business and Professions Code. (114259.4, 114259.5)

27. FOOD SEPARATED AND PROTECTED**POINTS****1**

Compliance date not specified
Not In Compliance
Violation Reference - HSC -
113984 (a, b, c, d, f)

Inspector Comments: Observed open bag of waffle mix being stored in a plastic container without a lid in the dry storage area.

Ensure food items are stored in a manner to prevent possible contamination.

Violation Description: All food shall be separated and protected from contamination. (113984 (a, b, c, d, f), 113986, 114060, 114067(a, d, e, j), 114069(a, b), 114077, 114089.1 (c), 114143 (c)) All food shall be stored, prepared, displayed or held so that it is protected from contamination.

30. FOOD STORAGE; FOOD STORAGE CONTAINERS IDENTIFIED**POINTS****1**

Compliance date not specified
Not In Compliance
Violation Reference - HSC -
114047, 114049, 114051

Inspector Comments: Observed a sauce container without a label and a shaker without a label at the cooks line. Upon questioning operator stated caramel sauce was in the sauce container and seasoning salt was in the shaker. Observed several large plastic containers without a label in the dry storage area. Upon questioning operator stated they were unsure if it was butter or margarine.

Ensure all food items are labeled when not readily identifiable.

Violation Description: Food shall be stored in approved containers and labeled as to contents. Food shall be stored at least 6" above the floor on approved shelving in an approved location to prevent possible contamination. (114047, 114049, 114051, 114053, 114055, 114067(h), 14069 (b))

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35. EQUIPMENT/UTENSILS - APPROVED; INSTALLED; CLEAN; GOOD REPAIR, CAPACITY**POINTS****1**

Compliance date not specified
Not In Compliance
Violation Reference - HSC -
114130, 114130.1, 114130

Inspector Comments: Observed reach in refrigerator measuring ambient temperature of 50F in the front service area. Potentially hazardous food was being stored in this refrigerator.

Ensure refrigeration units are maintained in good working order. Ensure to repair/replace refrigerator within 3 days. Inspector will conduct a re-inspection to determine compliance. Failure to comply by the deadline may result in additional billable re-inspections.

Observed excessive build up of dust on the fan guards in the walk in refrigerator.

Ensure fan guards are cleaned and maintained clean.

Violation Description: All utensils and equipment shall be fully operative and in good repair. (114175). All utensils and equipment shall be approved, installed properly, and meet applicable standards. (114130, 114130.1, 114130.2, 114130.3, 114130.4, 114130.5, 114132, 114137, 114139, 114153, 114155, 114163, 114165, 114167, 114169, 114177, 114180, 114182)

36. EQUIPMENT, UTENSILS AND LINENS: STORAGE AND USE**POINTS****1**

Compliance date not specified
Not In Compliance
Violation Reference - HSC -
114074, 114081, 114119

Inspector Comments: Observed spoon handles touching lip contact surfaces of other spoons being stored in a plastic container in the dry storage area by the mechanical dishwasher.

Ensure utensils are stored in a manner to prevent contamination of the lip contact surface of the utensils.

Violation Description: All clean and soiled linen shall be properly stored; non-food items shall be stored and displayed separate from food and food-contact surfaces. (114185.3 - 114185.4) Utensils and equipment shall be handled and stored so as to be protected from contamination. (114074 - 114075, 114081, 114119, 114121, 114161, 114178, 114179, 114083, 114185, 114185.2, 114185.5) Pressurized cylinders must be securely fastened to a rigid structure. (114172)

38. ADEQUATE VENTILATION AND LIGHTING; DESIGNATED AREA**POINTS****1**

Compliance date not specified
Not In Compliance
Violation Reference - HSC -
114149, 114149.1

Inspector Comments: Observed a metal grate covering the sides and not covering the bottom side of a light bulb in the reach in refrigerator by the front service area.

Ensure an approved light bulb cover is installed to prevent any possible contamination of food if the light bulb were to break or install a shatter proof light bulb.

Violation Description: Exhaust hoods shall be provided to remove toxic gases, heat, grease, vapors and smoke and be approved by the local building department. Canopy-type hoods shall extend 6" beyond all cooking equipment. All areas shall have sufficient ventilation to facilitate proper food storage. Toilet rooms shall be vented to the outside air by a screened openable window, an air shaft, or a light-switch activated exhaust fan, consistent with local building codes. (114149, 114149.1) Adequate lighting shall be provided in all areas to facilitate cleaning and inspection. Light fixtures in areas where open food is stored, served, prepared, and where utensils are washed shall be of shatterproof construction or protected with light shields. (114149.2, 114149.3, 114252, 114252.1)

40. WIPING CLOTHS: PROPERLY USED AND STORED**POINTS****1**

Compliance date not specified
Not In Compliance
Violation Reference - HSC -
114135, 114185.1

Inspector Comments: Observed 2 quaternary sanitizer buckets measuring at 0ppm at the cook's line.

Ensure quaternary sanitizer buckets have sanitizer concentration of at least 200ppm.

Violation Description: Wiping cloths used to wipe service counters, scales or other surfaces that may come into contact with food shall be used only once unless kept in clean water with sanitizer. (114135, 114185.1, 114185.3 (d-e)) Sponges shall not be used in contact with cleaned and sanitized or in-use food contact surfaces. (114135)

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41. PLUMBING; PROPER BACKFLOW DEVICES**POINTS****1**

Compliance date not specified
Not In Compliance
Violation Reference - HSC -
114171, 114189.1

Inspector Comments: Observed a metal pipe inside the floor sink without an air gap under the reach in refrigerator at the cook's line. Observed metal pipe leading from the walk in freezer draining into a floor sink without a proper air gap. Observed a metal pipe draining into a floor sink next to the mechanical dish washer without a proper air gap.

Ensure all plumbing draining into a floor sink has at least a 1 inch air gap or an air gap twice the diameter of the pipe draining into the floor sink, whichever is greater.

Violation Description: The potable water supply shall be protected with a backflow or back siphonage protection device, as required by applicable plumbing codes. (114192) All plumbing and plumbing fixtures shall be installed in compliance with local plumbing ordinances, shall be maintained so as to prevent any contamination, and shall be kept clean, fully operative, and in good repair. Any hose used for conveying potable water shall be of approved materials, labeled, properly stored, and used for no other purpose. (114171, 114189.1, 114190, 114193, 114193.1, 114199, 114201, 114269)

44. PREMISES; PERSONAL/CLEANING ITEMS; VERMIN-PROOFING**POINTS****1**

Compliance date not specified
Not In Compliance
Violation Reference - HSC -
114067 (j), 114123

Inspector Comments: Observed air curtain nonoperational at the side door by the mop sink.

Ensure air curtains are operating properly and maintained in good working condition.

Observed one insect control device installed above the hand washing sink and directly above a shelf where uncovered single use food containers are stored. Observe one insect control device installed directly over the container of juice and ice coffee and another insect control device installed over the shake mix machine in the front service area.

Ensure insect control devices are not installed directly over food or utensil handling areas.

Violation Description: The premises of each food facility shall be kept clean and free of litter and rubbish; all clean and soiled linen shall be properly stored; non-food items shall be stored and displayed separate from food and food-contact surfaces; the facility shall be kept vermin proof. (114067 (j), 114123, 114143 (a) & (b), 114256, 114256.1, 114256.2, 114256.4, 114257, 114257.1, 114259, 114259.2, 114259.3, 114279, 114281, 114282) Food preparation sinks, handwashing sinks and warewashing equipment shall not be used for the cleaning of maintenance tools, the holding of maintenance materials, or the disposal of liquid wastes. (114123) Open-air barbecue and/or outdoor wood burning oven must operate on the same premises, in conjunction with a permanent food facility and not in an area that may pose as a fire hazard. (114143(a) (b)) Janitorial sink or approved curbed cleaning facility (exemption for restricted food service facilities Section 114279 (b)) shall be provided. (114279(a)) First aid supplies must have a legible manufacturer's label and stored in a kit or container that is located to prevent contamination. (114256.4) Insect electrocution devices are not allowed in food or utensil handling areas. (114259.3)

48. FOOD HANDLER CERTIFICATION**POINTS****2**

Compliance date not specified
Not In Compliance
Violation Reference - SBCC -
33.0409

Inspector Comments: Observed nine (9) missing/expired food handler cards at this facility.

Ensure food employees obtain a current San Bernardino County food handler card within 14 days of this inspection. There will be a re-inspection charge of \$245.00 per hour, and a minimum charge of \$122.50 if current food handler card information is not faxed to the Division of Environmental Health Services at 909-387-4272 on or before 11-24-15.

Violation Description: This facility is currently in violation with the food handler certification requirement for San Bernardino County, which states all food handlers must obtain a valid food handler certificate within fourteen (14) days of employment (33.0410, 33.044). Failure to provide proof of food handler certification within fourteen (14) days will result in unannounced billable (at our current hourly rate) re-inspections to verify compliance.

This facility operator must complete the "Missing Food Handler" form provided by the inspector and fax to 909-387-4272.

More Information: http://www.sbcounty.gov/dph/dehs/Depts/EnvironmentalHealth/FIRST/food_worker_training.aspx



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52. VC & D

POINTS

0

Compliance date not specified
Not In Compliance
Violation Reference - HSC -
113980

Inspector Comments: Operator voluntarily discarded the following items in approximate weights:

1. 1.7 lbs of precooked bacon
2. 10 lbs of hash browns
3. 8 oz of vanilla sauce made with milk and eggs
4. 10 lbs of hash browns
5. six (6) 43oz containers of hash browns
6. eleven (11) 15 oz containers of whipped cream
7. 2 cups of shredded cheese
8. 2 lbs of sliced tomatoes.

Violation Description: Operator has voluntarily consented to the condemnation and destruction of food as said material being unfit for human consumption or otherwise in violation of California Health and Safety Code, Division 104, Part 5, Chapter 1 through 8, the disposition of which is provided for by Chapter 8, Article 3, Section 111895.

"I (We) hereby voluntarily agree to the condemnation and destruction of the following material(s) listed in violation number 52. By signing this Official Inspection Report (OIR), I (We) hereby release the County of San Bernardino and its agent from any and all liability."

Overall Inspection Comments

"C" letter grade card posted. Do not remove, relocate or obstruct view of letter grade card.

HELP brochure, food handler card form, and re-score form was provided.

Joint inspection was conducted with Amanda Gaspard.

Signature(s) of Acknowledgement

NAME: Evelyn W.
TITLE: Person In Charge